

TANGIBLE RESULT #8

Be a Good Neighbor



As the owner of statewide transportation facilities, MDOT must work to find solutions that work for customers and are sensitive to our neighbors.

RESULT DRIVER:

Anthony Crawford

State Highway Administration (SHA)

TANGIBLE RESULT DRIVER:

Anthony Crawford
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Anthony Crawford
State Highway Administration (SHA)

PURPOSE OF MEASURE:

To ensure that MDOT maintains attractive and clean facilities with amenities benefiting their neighbors.

FREQUENCY:

Annually (July)

DATA COLLECTION METHODOLOGY:

This will be assessed through an internal assessment and satisfaction survey developed by staff with neighbor input including cleanliness, appearance, operations, access, and safety at our facilities.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.1

Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations

Attractive, efficient, and safe operations of MDOT facilities directly affect the surrounding neighbors and communities. MDOT values relationships with its neighbors and commits to meeting or exceeding their expectations. MDOT engaged neighbors through a survey and outreach to better understand the impact its facilities have on communities and how the agency can be a better neighbor.

MDOT completed the second round of internal facility assessments in 2018. TBU's results ranged from 79 percent to 96 percent, resulting in an average of 87 percent. This is slightly higher than the 2016 average of 85 percent. The most significant improvements were reflected in the facilities' landscape features and the organization of equipment and materials.

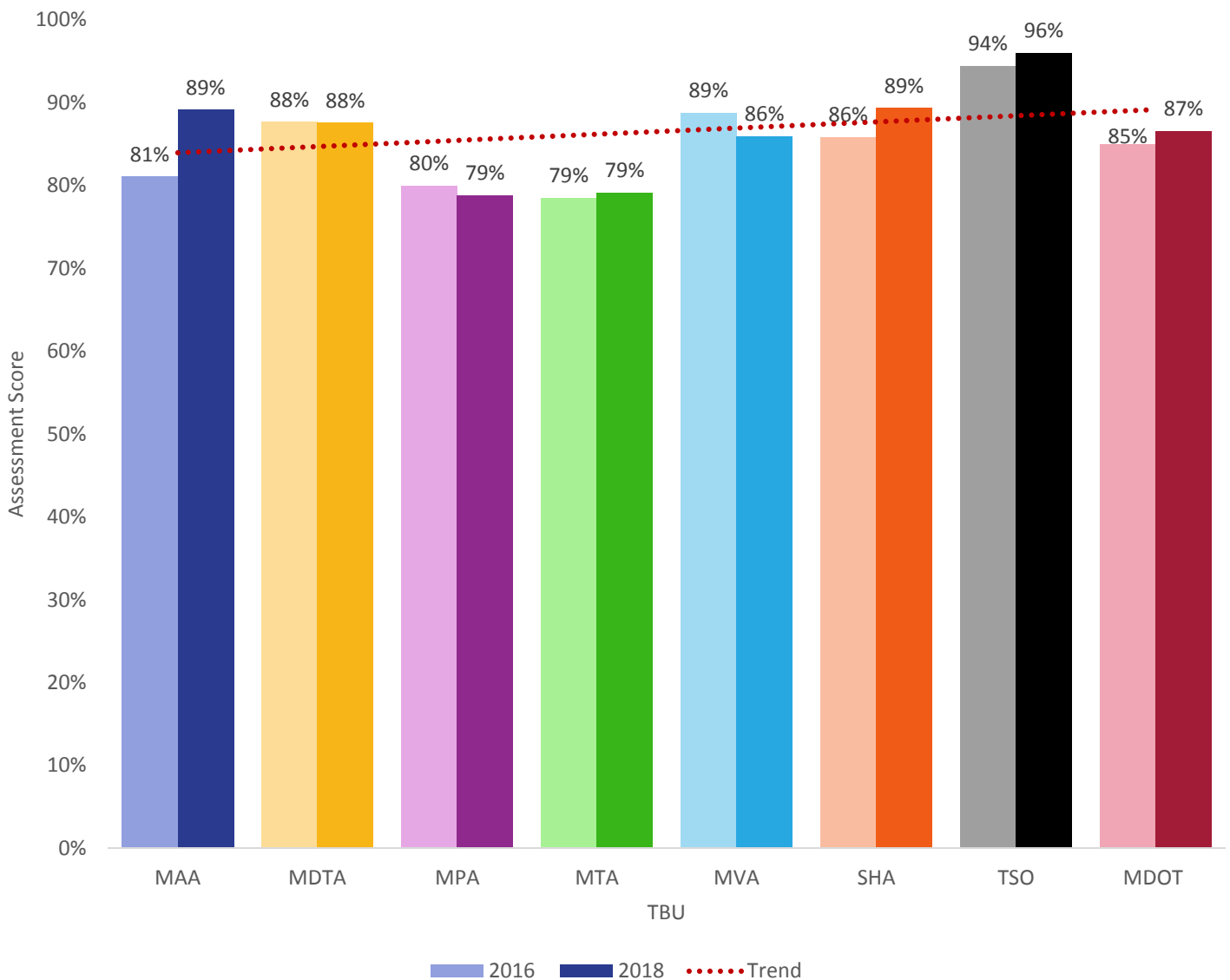
Facility Improvement Plans are currently being implemented to address the assessment and survey results. Areas of focus include overall facility appearance, perimeter fence/screening, noise reduction, and improved traffic operations. MDOT TBUs continue to expand our neighbor outreach by attending community meetings and hosting open house and snow show events throughout Maryland.

MDOT will continue to use the results of the neighbor surveys, internal facility assessments, and feedback from the community to ensure we continue to meet or exceed our neighbor's expectations.

PERFORMANCE MEASURE 8.1

Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations

Chart 8.1.1: Internal Facility Assessments by TBU, CY2016 and CY2018



TANGIBLE RESULT DRIVER:

Anthony Crawford
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Mark Burkhardt
Maryland Transit Administration (MTA)

Terri Whitehead
Maryland Vehicle Administration (MVA)

PURPOSE OF MEASURE:

To assess the percent of our administrative buildings that meet or exceed ADA compliancy mandates to ensure equal access by all.

FREQUENCY:

Annually (in April)

DATA COLLECTION METHODOLOGY:

Data on the number of owned and occupied administrative buildings along with the number of administrative buildings that are ADA compliant are tallied and reported by each TBU on a yearly basis.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.2

Percent of MDOT Facilities that are ADA Compliant

Compiling and charting data for seven (7) TBUs on the percent of their administrative buildings that are owned and occupied daily that meet or exceed ADA mandates is essential to MDOT's customers and more importantly to MDOT's neighbors to ensure everyone can visit. Data collected will help to inform each TBU on how and where to focus their resources to meet ADA compliance and make our administrative buildings more accommodating to all our customers and neighbors.

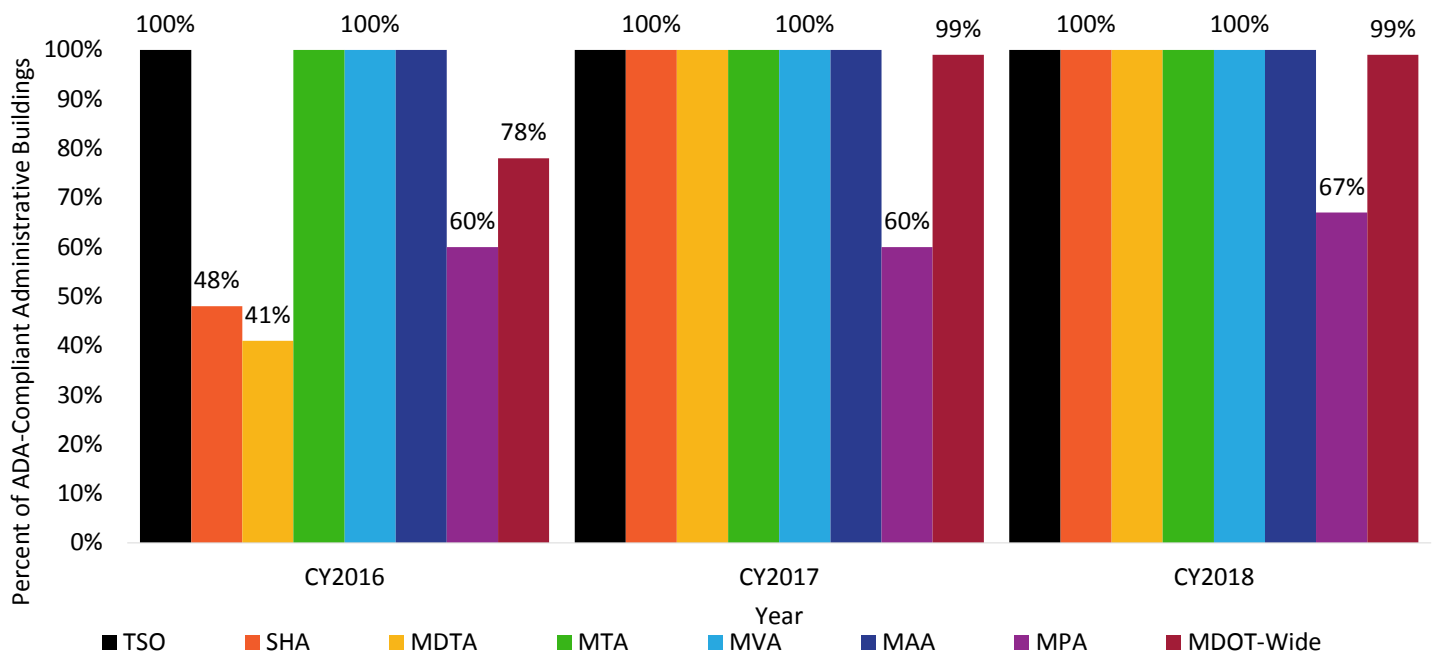
MDOT owned properties include several different elements that meet or exceed the ADA requirements. Our report is related to administrative buildings only that are owned and occupied daily.

- A. For the 2017 reporting each TBU provided self-reported data on the percent of owned and occupied administrative buildings that are ADA Compliant. Data was used to individually rate each TBU:
 - 1. TSO - 01 owned and occupied; 01 compliant = (100 percent)
 - 2. SHA - 33 owned and occupied; 33 compliant = (100 percent)
 - 3. MDTA - 12 owned and occupied; 12 compliant = (100 percent)
 - 4. MTA - 16 owned and occupied; 16 compliant = (100 percent)
 - 5. MVA - 33 owned and occupied; 33 compliant = (100 percent)
 - 6. MAA - 61 owned and occupied; 61 compliant = (100 percent)
 - 7. MPA - 06 owned and occupied; 04 compliant = (67 percent)
 - 8. MDOT WIDE – 161 owned and occupied; 159 compliant = (99 percent)
- B. The 2018 report verified the self-reported data collected to identify any change. MDOT MPA constructed a new inventory control building, thereby improving to 67 percent compliant.

PERFORMANCE MEASURE 8.2

Percent of MDOT Facilities that are ADA Compliant

Chart 8.2.1: Percent of Administrative Buildings that are ADA Compliant by TBU CY2016-CY2018



TANGIBLE RESULT DRIVER:

Anthony Crawford
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

David Seman
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

Tracking instances of traffic violations will enable MDOT to better assess its impact on communities and contribute to improved public safety.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Traffic violation data provide individual TBU fleet managers.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.3

Number of Traffic Violations While Driving a State Vehicle

Tracking vehicle citations by TBU will give MDOT the ability to strengthen driver education training and direct corrective action. This will show that MDOT employees care about public safety by reducing instances of violations. MDOT's mission is to ensure safe and dependable modes of transportation to the community and lead by example.

Fourth quarter data is trending in the right direction. Overall traffic violations declined 14 percent from quarter three with a significant decrease in speeding violations. MTA and SHA, TBUs with the largest vehicle fleets in MDOT, account for the majority of all traffic violations. MDOT also collects data on parking and other violations and will report findings after they have been verified for accuracy.

To improve MDOT's understanding of traffic violation patterns and trends, TBUs are working toward a more standardized collection and reporting method. More accurate reporting will help MDOT to limit risk, ensure safe performance of MDOT's fleet vehicles, and keep the public and MDOT employees safe during daily operations

TBU's are developing and implementing strategies to reduce the number of violations. Strategies include safety campaigns that focus on driver training and awareness to ensure State employees always obey traffic laws and regulations.

PERFORMANCE MEASURE 8.3

Number of Traffic Violations While Driving a State Vehicle

Chart 8.3.1: Speeding Violations by TBU Q3-Q4 CY2018

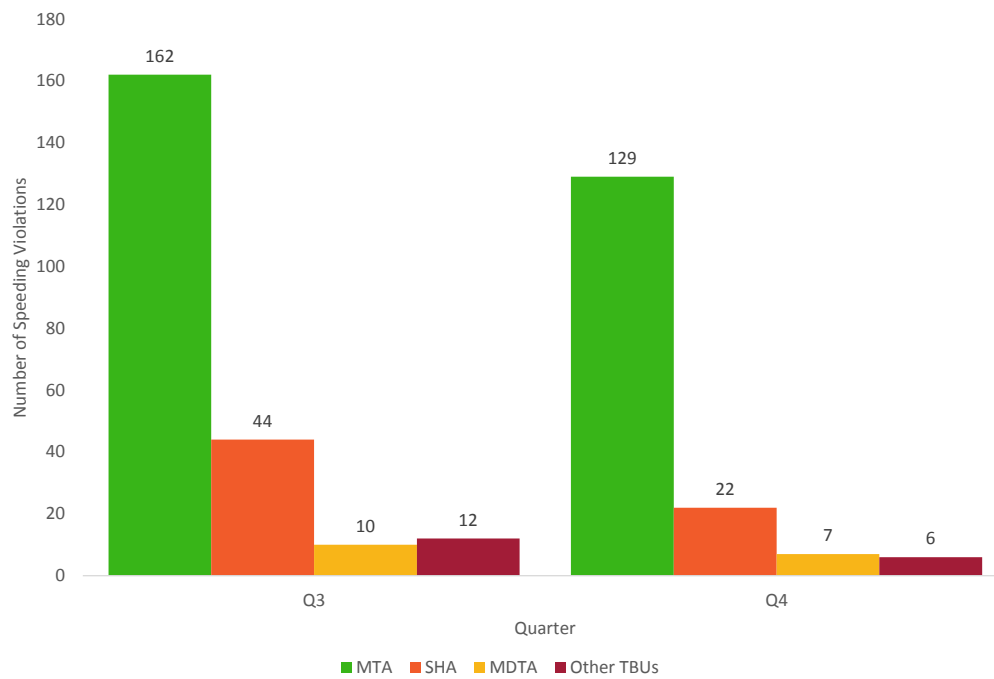
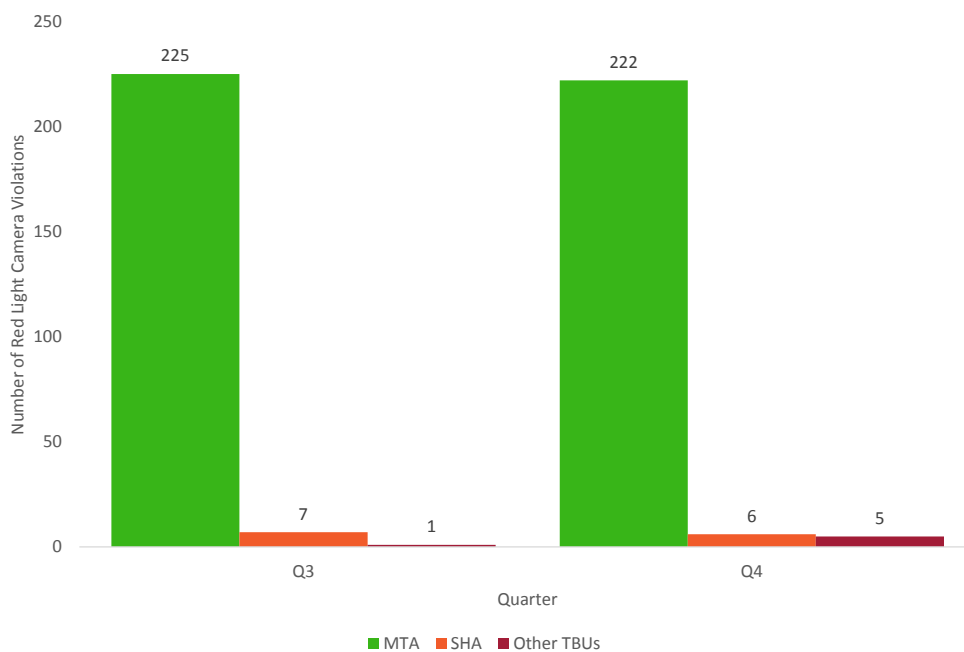


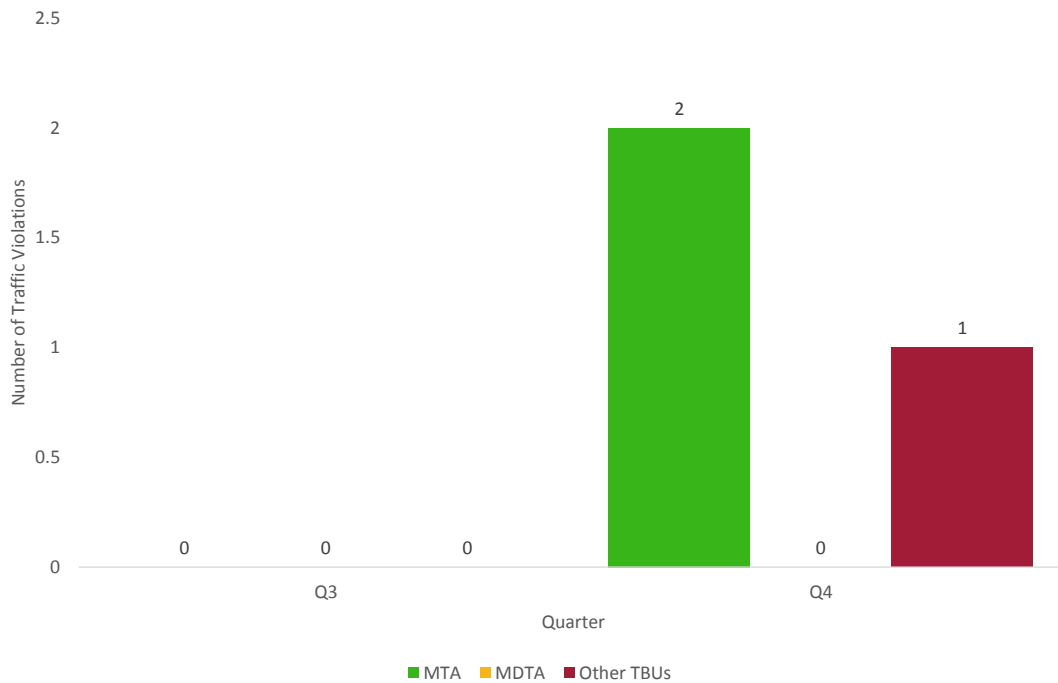
Chart 8.3.2: Red Light Camera Violations by TBU Q3-Q4 CY2018



PERFORMANCE MEASURE 8.3

Number of Traffic Violations While Driving a State Vehicle

Chart 8.3.3: All Other Traffic Violations by TBU Q3-Q4 CY2018



TANGIBLE RESULT DRIVER:

Anthony Crawford
State Highway Administration (SHA)

PERFORMANCE MEASURE DRIVER:

Jill Lemke
Maryland Port Administration (MPA)

PURPOSE OF MEASURE:

To track participation in the Maryland Charity Campaign by TBU.

FREQUENCY:

Annually (in February)

DATA COLLECTION METHODOLOGY:

Solicit annual participation data from the Maryland Secretary of State and MDOT Combined Charity TBU Coordinators.

NATIONAL BENCHMARK:

Participation in the Federal Combined Charity Campaign was 10.7 percent in 2016.

PERFORMANCE MEASURE 8.4

Charity Campaign Participation

“Maryland Charity Campaign gives us an opportunity to make a lasting impact on our neighbors and our communities. Like our great state, the Maryland Charity Campaign offers rich variety and provides us many reasons to be Maryland Proud.” - Governor Larry Hogan, 2017 MCC Video Message

The Maryland Charity Campaign (MCC) is a workplace charitable giving program that offers State employees and retirees the opportunity to contribute to charities using the convenience of payroll deduction. The campaign is co-chaired by the Governor and Lt. Governor, and is managed by the Maryland Secretary of State.

The participating charities serve the citizens of Maryland, the United States, and people of other countries in a variety of ways. Donating through the MCC provides meals to the hungry, services to the disabled, funds to research disease, technology to clean the environment, and many other worthwhile causes. State employees are asked to donate each fall, and in 2018 MDOT employees donated over 244,000 dollars through the MCC.

Each fall, pledge cards and the MCC Agency Guide and Directory are distributed to all State employees and retirees. This card enables donors to specify their charitable organization(s) and their desired monetary contribution as well as the method in which they choose to contribute (payroll deduction, cash, check, or charge).

PERFORMANCE MEASURE 8.4

Charity Campaign Participation

Chart 8.4.1: MDOT-Wide Percent of Charitable Goal Raised CY2015-CY2018

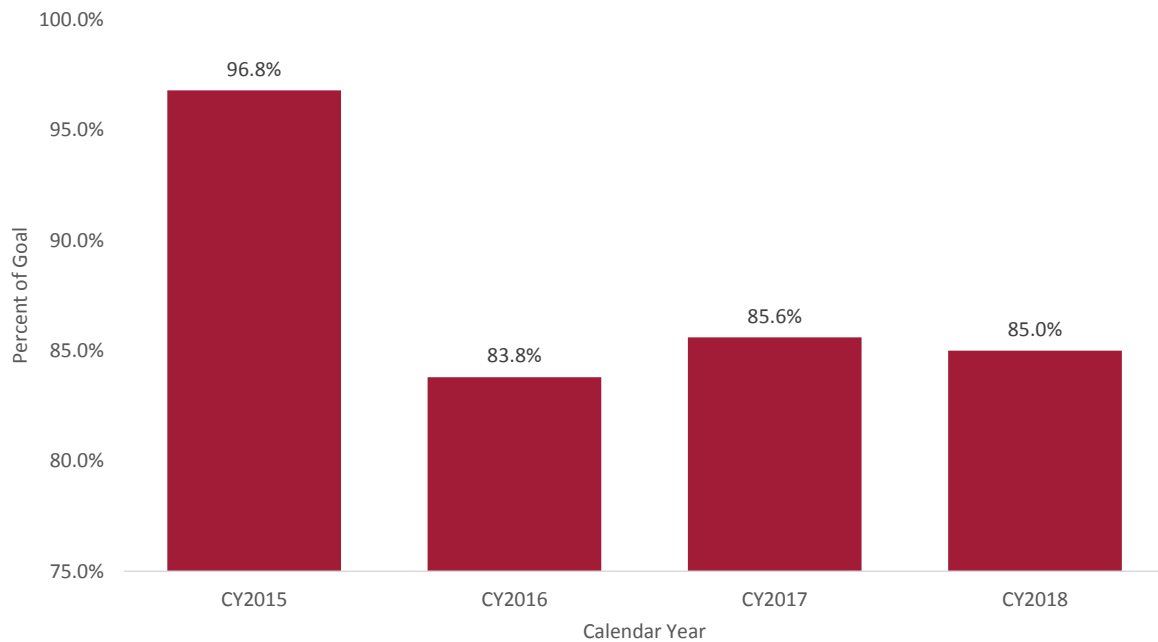


Chart 8.4.2: MDOT-Wide Employee Participation Rate in Charity Campaign CY2015-CY2018

